



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

December 11, 2014

TO: ALL OFFERORS

FROM: MARIA FRY  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS15706A-EMPL\_VERIF  
Employment Verification Services

**ADDENDUM #2**

This addendum is issued to answer vendor questions and provide greater contract detail regarding the referenced Request for Proposal.

1. **Approximately how many employment and income verification requests were there for former and current State employees for the full year 2013?**
  - a. **Number of private verifications?**
  - b. **Number of public verifications?**

*Because the process is currently decentralized, the state has no statistics on historical call volume or metrics.*

2. **Approximately how many employment and income verification requests have there been for former and current State employees year to date 2014?**
  - a. **Number of private verifications?**
  - b. **Number of public verifications?**

*Because the process is currently decentralized, the state has no statistics on historical call volume or metrics.*

3. **Does Delaware currently have outside vendor for employment and income verification services?**

*No.*

4. **If so does Delaware currently have a data feed in place to the vendor?**

*N/A*

5. **On the electronic copy you state you want the pricing saved as a separate file. We are good with that. However, how do you want pricing handled for the hard copy? Should it be included like the rest of the attachments or put in a separate envelope?**

*The hard copy of the pricing spreadsheet should be included with the rest of the attachments.*

6. **In section H below, I need more clarification on #3. Specifically, who are the “individual users” that are referenced?**

**H. Statistical Reporting Responsibilities**

1. **Vendor shall provide monthly statistics on number of inquiries by type.**
2. **Vendor shall provide monthly statistics on the number of hits which yield employment information.**
3. **Vendor shall provide detailed information upon request, on inquiries made by individual users for a specific timeframe, for use by State of Delaware to monitor proper access to system.**

*It is anticipated that all requests will be initiated by either Government Support Services or PHRST. Given that this is a new contract, other agencies may identify specific reporting requirements which will be funneled through either Government Support Services or PHRST.*

7. **Can you tell me approximately how many requests you are currently receiving weekly and of those how many are no matches?**

*Since verifications are a currently decentralized process, not all agencies are able to compile the number of verification requests received in a specified timeframe.*

8. **Page 2 – section C5 – are you just looking for a response acknowledging the request or an actual answer?**

*The response should be the actual answer.*

9. **Page 2 – section C11 – can you define the word ‘user’? Is it the individual requesting the information or the vendor accessing the information?**

*Users are State of Delaware employees and entities requesting employment and salary information such as mortgage lenders and the Division of Child Support.*

10. **How are current requestors currently being billed by the State?**

*Currently, the State of Delaware does not charge requestors for employment verification requests.*

**11. What specific Delaware license(s) and/or certification(s) are necessary to perform services as identified in the scope of work?**

*The awarded vendor is required to have a State of Delaware business license. Beyond this, it is the responsibility of the vendor to determine the license and certification requirements for performing the required services in the State of Delaware.*

**12. Is the state looking for the vendor to maintain a completely separate database in addition to their HR database?**

*The vendor will maintain a separate database from the State of Delaware's HR database.*

**13. Does the State currently subscribe to the Work Number program by Equifax? If not, would this be something the State would consider allowing a third party vendor to subscribe to on behalf of the State?**

*The State does not currently subscribe to a vendor for these services. The State will allow for a Multi-Vendor Solution as described in the original RFP on Page 10 under Section B.12. Multi-Vendor Solutions (Joint Ventures).*

All other terms and conditions remain the same.



**GOVERNMENT SUPPORT SERVICES – CONTRACTING**

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